

**South Carolina  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Post Office Box 8206  
Columbia, South Carolina 29202-8206  
[www.scdhhs.gov](http://www.scdhhs.gov)**

April 19, 2012

## **MEDICAID BULLETIN**

**TO: All South Carolina Medicaid Providers**

**SUBJECT: Improper Release of SC Medicaid Beneficiary Information**

Last week, the South Carolina Department of Health and Human Services (SCDHHS) discovered that a Medicaid employee inappropriately transferred personal information for 228,435 Medicaid beneficiaries to his personal email account, constituting a violation of agency policy.

The department immediately contacted the South Carolina Law Enforcement Division to investigate the incident and also informed other state and federal agencies. The employee was terminated last week.

More than 90% of the affected beneficiaries live in six counties: Allendale, Bamberg, Barnwell, Lexington, Orangeburg, and Richland. For affected beneficiaries, SCDHHS is offering free services to protect them from possible identity theft. Affected beneficiaries will receive a letter from SCDHHS with further instructions. In response to this incident, SCDHHS and its authorized partners will not be contacting beneficiaries by phone. Affected beneficiaries can call toll free 1-888-829-6561 or visit [www.myscmedicaid.org](http://www.myscmedicaid.org) for more information.

SCDHHS is taking appropriate steps for notification. As a Medicaid provider, you may be asked about this incident. We encourage you to print and distribute the attached flyer, which is running in newspapers statewide.

Please be aware that this incident does not involve medical information and does NOT affect any current beneficiaries' Medicaid eligibility status.

On behalf of the agency and the State of South Carolina, we sincerely apologize for this incident. We value your partnership in the Medicaid program, and appreciate your efforts to share this information with beneficiaries you serve.

Anthony E. Keck  
Director

Attachment